

EMERGENCY COMMUNICATIONS SPECIALIST I

GENERAL RESPONSIBILITIES

Receives 9-1-1 calls and dispatches appropriate assistance utilizing computer aided dispatch and manual dispatch procedures in accordance with Emergency Communications Center policies and procedures. Requires availability for emergency callback and working with others in a confined area for long periods of time without leaving the facility. Works a rotating schedule including holidays, nights and weekends. May support fire communications, police communications, or both.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Receive 9-1-1 calls and dispatch police or fire and ambulance companies as appropriate
2. Receive and handle emergency calls for all county agencies after hours
3. Send, receive and maintain logs for radio and CJIS communication for Sheriff's Services and other county, State and Federal agencies
4. Monitor various county and privately owned automatic alarms that terminate at Emergency Operations Center
5. Compile reports and records as required by management or government agencies
6. Perform duties, assist the Emergency Communications Specialist II and/or Emergency Communications Specialist/Supervisor, as assigned
7. Perform daily duties as described in Emergency Communications Center policies and procedures
8. Any employee may be identified as Essential Personnel during emergency situations.
9. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
10. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High School diploma or general education diploma (GED)
2. One year experience related to emergency services communications *

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Apply knowledge of police, fire, and emergency medical services dispatch criteria, procedures, and terminology
2. Knowledge of county geography and landmarks
3. Work rapidly, accurately and calmly in emergency situations

4. Operate communications equipment such as radio transmitter and receiver, radio console, emergency phone system, hearing-impaired teletype, and police and fire CAD systems
5. Listen attentively for pertinent information with the ability to concentrate and decipher appropriate communications
6. Type accurately at a minimum of 25 wpm and apply effective keyboarding skills
7. Work well in a team environment
8. Speak in a calm, clear voice that is easily understood
9. Write legibly
10. Apply rules and regulations of Federal Communications Commission
11. Use computer software programs and/or other applications

CERTIFICATES, LICENSES, REGISTRATIONS

1. Requires ability to achieve a passing score on an industry standard pre-employment screening test
2. Requires criminal background check as condition of employment
3. CPR certification (or must obtain within six months of employment)
4. Emergency Telecommunicator Certification (or must obtain within one year of employment)
5. Emergency (Medical/Fire/Police) Dispatch Certification (or must obtain within one year of employment)
6. Valid driver's license
7. Federal and State criminal history record check for CJIS certification
8. CJIS certification (or must obtain within one year of employment)